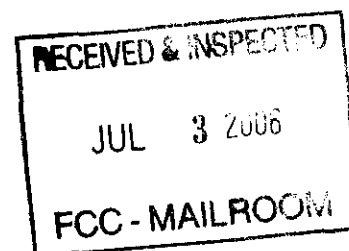


nordia



June 28, 2006

DOCKET FILE COPY ORIGINAL

GoAmerica (i711.com) Annual Complaint Log Summary

CG Docket No. 03-123

Attn: Marlene H. Dortch, Commissions Secretary

Office of the Secretary

Federal Communications Commission

445 12th street, SW, Room TW-B204

Washington, D.C.

20554

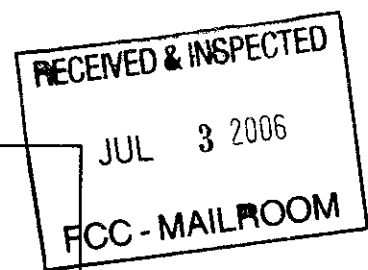
Ms. Dortch,

Enclosed, please find the GoAmerica Annual (i711.com) Complaint Log Summary for the 12-month period ending May 31, 2006. The original, four copies, as well as an electronic disk copy are also enclosed.

Yours truly,

Bernard Durocher
Executive Vice-President

No. of Copies rec'd 0
List A B C D E



GoAmerica

Customer Complaints -
June 1, 2005 to May 31,
2006

Date Received	Description of the inquiry	Date of Resolution	Description of the Solution
JUNE			
6/07/05	CA hung up on caller	7/10/05	Apologised to customer and advised that CA would be coached
6/13/05	CA did not follow relay protocol	6/16/05	Advised caller how to activate the account
JULY			
7/08/05	CA failed to relay verbatim	7/12/05	Unable to contact caller
7/12/05	CA hung up on caller	7/14/05	CA was coached
7/13/05	CAs disconnecting calls	7/13/05	Caller was informed about pause time protocol
AUG			
8/11/05	CA left mis-directed message	8/16/05	Advised caller we couldn't call back to leave message
8/11/05	CA hung up on caller	8/11/05	CA was spoken with and coached
8/18/05	CA not following instructions	8/18/05	Caller did not want a reponse
8/18/05	CA was uncooperative	8/18/05	CA was coached on the process
8/19/05	Too long for the CA to answer	8/19/05	Apologized to caller
8/26/05	CA was not following instructions	8/26/05	CA was spoken with and coached
8/29/05	CA was taking time to relay	8/29/05	CA was spoken with and coached
SEP			
9/02/05	More than 5-10 min. to get an operator	9/23/05	We apologized, (experiencing high call volume)
9/12/05	CA stepped out of transparency	9/13/05	CA was spoken with and coached
9/12/05	CA wasn't disconnecting ans machine	9/13/05	CA was spoken with and coached
9/12/05	CA wasn't disconnecting ans machine	9/13/05	CA was spoken with and coached
9/12/05	Ca was rude by not resonding to caller	9/12/05	CA was spoken with and coached
9/15/05	CA wasn't disconnecting ans machine	9/15/05	CA was spoken with and coached
9/19/05	CA was not following instructions	9/19/05	CA was spoken with and coached
9/25/05	CA did not follow instructions	9/25/05	CA was spoken with
9/26/05	CA was not following instructions	9/26/05	CA was spoken with and coached
9/28/05	CA was not following instructions	9/28/05	CA was spoken with and coached

9/28/05	Caller doesn't like the relay explanation	9/28/05	We explained to the caller the protocol on calls
OCT			
10/06/05	Relaying speed doesn't match Internet	10/06/05	Apologized to caller and explained about the delay
10/11/05	CA hung up on caller	10/11/05	Agent was addressed
10/13/05	CA does not understand instructions	10/13/05	CA was spoken with and coached
10/13/05	Caller is not able to place a call	10/14/05	Investigated if technical issue
10/13/05	CA does not understand instructions	10/14/05	CA was spoken with and coached
10/26/05	CA using capital letters	10/26/05	CA was addressed to use lower case
10/28/05	CA was not following instructions	10/28/05	Ca wasn't working the day the caller stated
NOV			
11/04/05	CA stepped out of transparency	11/04/05	CA was spoken with and coached
11/09/05	CA did not answer caller's questions	11/09/05	CA was spoken with and coached
11/09/05	CA did not follow instructions	11/09/05	CA was spoken with and coached
11/16/05	Caller complaining about relay protocol	11/16/05	CA was spoken with and coached
11/16/05	Agent was not transparent	11/16/05	Apologized to caller (CA wasn't identified)
11/17/05	Ca did not dial an 800 number	11/17/05	CA was spoken with and coached
11/23/05	CA was not following instructions	11/23/05	CA was spoken with and coached
DEC			
12/01/05	Caller gets disconnected during call	12/02/05	Asked for more information from caller
12/07/05	CA was disrespectful	12/07/05	CA was spoken with and coached
12/14/05	CA gave poor service	12/14/05	CA was spoken with and coached
12/15/05	CA hung up on caller	12/15/05	CA was spoken with and coached
12/21/05	CA never replied to caller	12/21/05	CA was coached
12/23/05	Caller was not satisfied with call	12/23/05	CA was coached
12/25/05	Caller does not like relay protocol	12/25/05	Caller was explained the reason for the protocol
12/27/05	Call didn't go through (blocked id)	12/27/05	Presently looking for solutions
JAN			
1/07/06	No one answering the phone	1/07/06	Apologized to caller
1/07/06	Call gets disconnected when types skga	1/08/06	Feedback was sent to appropriate person
1/11/06	Caller has to wait for an operator	1/11/06	Apologized to caller (high call volume)
1/13/06	Getting prank calls	1/13/06	Explained about confidentiality agreement
1/25/06	Ca was rude	1/25/06	CA no longer working in the company
FEB			
2/19/06	CA was rude not responding	2/19/06	CA was spoken to
2/05/06	CA was having attitude with caller	2/07/06	Reminded CAS on professionalism and courtesy
2/10/06	CA was not familiar with 2 Line VCO	2/10/06	CA was spoken to and coached
2/13/06	Caller was unable to connect	2/13/06	System was working (IT looked into it)
2/14/06	CA was not familiar with 2 Line VCO	2/14/06	CA was provided with 2 Line VCO coaching
2/14/06	CA disconnected the call	2/14/06	Caller was advised on "no response" protocol

2/14/06	CA was rude and not transparent	2/15/06	CA was addressed on the matter
2/16/06	CA stepped out of transparency	2/18/06	CA was terminated for the incident
2/21/06	CA was not familiar with 2 Line VCO	2/21/06	CA was provided with 2 Line VCO coaching
2/21/06	CA was not familiar with 2 Line VCO	2/21/06	CA was provided with 2 Line VCO coaching
2/27/06	CA was impatient and rude	2/28/06	CA received appropriate coaching
MARCH			
3/01/06	CA hung up on caller	3/07/06	Unable to trace the agent
3/01/06	CA stepped out of transparency	3/01/06	CA was coached and monitored
3/01/06	CA was not responding	3/01/06	CA was spoken to and coached
3/06/06	CA rude to caller	3/06/06	CA no longer at Nordia
3/07/06	Called party received prank call	3/08/06	Explained that we have to relay verbatim
3/09/06	CA interrupted customer	3/09/06	CA number does not match our files
3/13/06	Customer was being insulted by CA	4/23/06	CA was spoken to and coached
APRIL			
4/06/06	CA hung up on caller	4/06/06	CA was spoken to and coached
4/07/06	Caller stopped receiving messages	4/07/06	Explained to caller that it was a technical issue
4/16/06	CA was insulting the caller	4/26/06	CA was coached on phone etiquette
4/19/06	Caller receiving prank calls	4/20/06	E-mail sent to caller explaining relay verbatim
4/20/06	Caller having technical difficulties	4/20/06	TM spoke to caller
4/24/06	CA did not redial and hung up	4/24/06	Agents was spoken to
4/26/06	Call got disconnected 3 times	4/26/06	Requested more information
4/26/06	Caller did not leave message	4/26/06	CA number was not provided
4/26/06	CA stepped out of transparency	4/29/06	All operators are coached and closely monitored
4/26/06	CA not patient	4/29/06	CA was spoken to
4/27/06	Caller not happy with new service	4/27/06	Caller was advised there was no new service
MAY			
5/02/06	CA hung up on caller	5/02/06	All operators are coached and monitored
5/03/06	CA hung up on caller	5/09/06	Called got disconnected for inactivity
5/05/06	CA did not relay verbatim	5/05/06	CA was coached
5/10/06	CA was rude and sarcastic	5/11/06	CA was coached
5/08/06	CA typed too slow	5/08/06	CA was spoken to and coached
5/15/06	CA did not keep the customer informed	5/15/06	Agent was coached
5/26/06	Female operators are uncooperative	5/26/06	All operators are coached and closely monitored
5/29/06	Call was disconnected	6/02/06	CA was spoken to and coached
5/31/06	CA was rude to caller	5/31/06	CA was coached on the matter

DOCKET NO. 03-123

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 DISK